

Utility Billing Q&As

Q: How do you differentiate between sqft/house styles/occupancy?

A: Homes are grouped according to the DoD / AFCEC policy guidelines – SF, # Bdrms, # Baths, Year built, # levels, floor plan type, renovation type, roof type. Occupancy is not a grouping factor.

Q: What utilities are being billed?

A: Electric and gas are the only utilities being billed. Air Force Academy Military Communities (AFAMC) will continue to pay for water, sewer and trash removal.

Q: How are the averages created? Do they include vacant units?

A: The baseline is calculated every month for the current billing cycle using only the current consumption for each home type group. The top 10% and bottom 10% of the consumption is removed; no vacant homes are included, zero usage is removed, and the remaining consumption is averaged and is referred to as the baseline for that group for that cycle. The baseline average is the commodity consumption, not a dollar amount.

Q: Are the average usages the same month to month (based from overall average from the year) or fluid to represent the increased demand in peak seasons? What is the baseline?

A: The baseline is recalculated each month using the current consumption.

Q: How is my statement calculated and when do I have to pay?

A: For Active Duty members, after the baseline is established the baseline is subtracted from your consumption. The remaining net consumption is multiplied by the current Colorado Springs Utilities rate for each commodity. There are three types of statements that will be sent out. Payment Due, No Action Required and a Rebate Check.

Payment due - a payment is due to Minol for the amount listed on the bill; this may include any prior months that were not paid as they may have been a No Action Required statement. For example, my June statement is No Action of \$45.00. My July statement is \$40.00. The sum of the two months is now over the \$50 trigger point and I will need to pay \$85.

No Action Required - These statements may be received for a bill or a credit that is under the \$50 trigger point. Credits and bills may accumulate until they reach the \$50 trigger point. At the \$50 trigger point, a payment due or rebate check will be issued. Residents do have the option to opt-in to the Minol saving program that will allow credits to accumulate larger than \$50.

Rebate Check - Once a no action required credit reaches the \$50 trigger point, a rebate check will be mailed.

Q: Will we be notified of rate changes?

A: The current rate is published on the monthly statement. Only the current Colorado Springs Utilities rate is used for billing calculations.

Q: Will there be a break down as to the exact usage, cost per unit and fees in the bills as per any normal utility bill?

A: Yes the individual metered usage for both electric and gas will be shown on the monthly statement.

Q: What is the billing cycle?

A: The billing cycle is the 1st-30/31st of each month.

Q: When will I receive my bill each month? Who do I make payments to?

A: Bills will be mailed between the 20-27th of each month. Payments are made to Minol.

Q: Will it be possible to place rebates owed into a savers account?

A: There is an opt-in option located on the Minol website portal that allows residents to bank any rebate credits for future payment towards any overage.

Q: How are civilians, non-active duty to include reservists billed?

A: All non-active duty residents are billed based on consumption similar to off base utility billing.

Q: What steps can I take if I feel my meter reading is high?

- A:**
1. Report it to housing and have an energy audit set up in your home.
 2. Management will review the findings of the energy audit and look at past history to decide if Colorado Springs Utilities needs to be called out.
 3. If deemed necessary, Colorado Springs Utilities will have a work order placed for a technician to assess the meter and replace if needed.

Minol

Website: minoldirect.com

Phone: Toll Free: 888.766.1253